



To - Health and Social Care Scrutiny Panel

Date of meeting - 17th October, 2017

Notes of - Committee Administrator

SCRUTINY REVIEW OF MENTAL HEALTH CARE IN THE COMMUNITY, CARE HOMES AND MENTAL HEALTH WARDS

UPDATE

Background

1. Earlier this year, the Health and Social Care Scrutiny Panel completed a review of mental health care in the community, care homes and mental health wards.
2. As part of the research, the Panel learnt that three of the care homes in Pendle that provide care for patients with mental illness, had been rated as 'Requires Improvement' by the Care Quality Commission (CQC). These were –
 - Calder View, Keighley Road, Colne
 - Nelson Manor Care Home, Barkerhouse Road, Nelson
 - Carr Hall Care Home, Carr Hall Road, Barrowford
3. As this was an area of concern, the Panel recommended that the CQC be asked to report back on action taken with regard to these three care homes.
4. The Panel's final report, including this recommendation, was approved by Council at its March meeting.

Update

5. The Panel is advised that the aim of the CQC is to return to a service within the following timescales from publication of the inspection report –
 - Inadequate rating – within six months
 - Requires Improvement with one domain rated as inadequate – within six months
 - Requires Improvement – within 12 months

- Good – within 24 months
 - Outstanding – within 24 months
6. Due to the nature of the work carried out by the CQC, there are limitations as to what information can be in the public domain, particularly when enforcement action is being taken.
 7. A report on any civil enforcement action taken cannot be made public until such time that any representations and appeals processes have been exhausted.
 8. This sometimes means that high level enforcement cannot be publicly reported until an appeal to a first tier tribunal has been heard and the case determined. This can take some considerable time.
 9. Taking this into account, the following updates are provided –

Calder View, Keighley Road, Colne

10. Calder View is a home which provides personal care for up to six people with mental ill health.
11. Since the conclusion of the Panel's review, an inspection has been carried out by the CQC.
12. A report of the inspection has been published and can be accessed via the following link - http://www.pendle.gov.uk/meetings/meeting/2407/health_and_social_care_scrutiny_panel
13. All inspection information relating to a service which is in the public domain, including this report, can also be viewed on the CQC website www.cqc.org.uk.
14. The report identifies that enforcement action has been taken against the provider with the issue of a warning notice for a breach of regulation 19 – Fit and Proper Person Employed.
15. This relates to the recruitment process at the service. Evidence relating to this can be found in the 'safe' domain of the report.
16. A further unannounced inspection to determine the action taken by the provider and to check for compliance with Regulation 19 will be undertaken.

Nelson Manor Care Home, Barkerhouse Road, Nelson

17. Nelson Manor Care Home is a home which can accommodate a maximum of 70 people with nursing or personal care needs.
18. Some people are elderly with physical disabilities and some are living with dementia.
19. There have been a series of unannounced inspections undertaken due to the areas of non-compliance that have been noted over a period of time.

20. A report of the last inspection, carried out on 11th May, 2017 can be accessed via the following link -
http://www.pendle.gov.uk/meetings/meeting/2407/health_and_social_care_scrutiny_panel
21. The inspection identified that, whilst there had been improvements in some areas there was still some progress needed to achieve full compliance.
22. Enforcement action has been taken against the provider by issuing a warning notice for a breach of Regulation 12 – Safe Care and Treatment.
23. This relates to the medicine management processes and evidence relating to this breach can be found in the ‘safe’ domain of the report.
24. A further unannounced focused inspection was undertaken on 18th September 2017 to determine the action taken by the provider and to check that compliance with Regulation 12 had been achieved. This report is currently at draft stage and has been sent to the provider. It will be published following the expiry of the factual accuracy period.

Carr Hall Care Home, Carr Hall Road, Barrowford

25. Carr Hall Care Home can accommodate a maximum of 23 older people with personal care needs. Some people at the home are living with dementia.
26. A report of the inspection carried out on 11th July, 2016 can be accessed via the following link -
http://www.pendle.gov.uk/meetings/meeting/2407/health_and_social_care_scrutiny_panel
27. At the back of the report, a number of breaches are identified.
28. The CQC received an action plan from the provider which demonstrated the action that would be taken at the service to achieve compliance.
29. CQC has undertaken a further unannounced comprehensive inspection of the service on 8th and 11th September 2017. The report is currently in the process of being written and has not yet been issued to the service provider.

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